

# GULF COUNTY

## UNIFIED VOICE & DATA COMMUNICATIONS SYSTEM

### RFP

*(DATE)*

Prepared By: *(Name)*  
*(Vendor Company Name)*  
*(Vendor Address 1)*  
*(Vendor Address 2)*  
*(Vendor Address 3)*  
Phone: *(Number)*  
Fax: *(Number)*  
*(Website URL)*

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## **1.0 PROPOSAL ACKNOWLEDGMENTS**

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### **1.1 PROPOSAL RESPONSE OVERVIEW**

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This Proposal Response outlines **(Vendor)** recommendations for a unified communications system as outlined in Gulf County *Request for Proposal Unified Communications System* issued *1/20/2011* by *Gulf County Commissioners*.

**Vendor response should cover the following topics:**

#### **Voice System Functions**

- **IP-based Voice capabilities and Intelligent Network Infrastructure:**
- **Reliability:**
- **Voice Quality:**
- **Experience and Vision:**
- **Support for Open System Standards:**
- **Voice Messaging:**
- **System Administration:**
- **Support/Service Capabilities:**
- **Scalability:**
- **System Longevity:**
- **Simplicity of Installation:**
- **Training and Usage:**

## Data Connectivity

- Connectivity from each building to the data center supporting Gulf County voice and data requirements.
- Any equipment not in place today required to implement voice and data connectivity requirements.

### A Single Vendor Solution (Managed Services)

- Turnkey responsibility for all voice and data hardware, software, services and support contained within this RFP.
- Turnkey responsibility for all telco and data connectivity
- Turnkey responsibility for providing a single monthly billing statement and dispute resolution

## 1.2 CONTACTS AND CONTRACT REQUIREMENTS

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### 1.2.1 VENDOR:

*( Name)*

*( Address 1)*

*( Address 2)*

*( Address 3)*

Tel:

Fax:

*(Vendor Company URL)*

CONTACT NAME	TITLE	PHONE NUMBER	EMAIL
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### 1.2.2 MANUFACTURER:

RESPONSE:

CONTACT NAME	TITLE	PHONE NUMBER	EMAIL
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### 1.2.3 Attach SAMPLE CONTRACT:

RESPONSE:

### 1.3 SCHEDULE OF EVENTS

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Mandatory Pre Bid Conference & facility walkthrough

**9:00 a.m. on January 24, 2011**

Robert M. Moore Administration Building, Board Room  
1000 Cecil G. Costin, Sr. Blvd  
Port St. Joe, FL 32456

Question Period Ends

**4:30 p.m. on February 11, 2011**

All questions should be submitted in writing via email to  
Chuck Edwards ([cedwards@bluemantagroup.com](mailto:cedwards@bluemantagroup.com)) and a  
copy to the Gulf County Clerk's Office ([ksummers@gulfcclerk.com](mailto:ksummers@gulfcclerk.com)).

RFP Deadline

**4:30 p.m. on February 11, 2011**

All RFPs shall be delivered in a sealed envelope to:  
Gulf County Clerk of Courts office, Room 148  
Gulf County Courthouse  
1000 Cecil G. Costin, Sr. Blvd  
Port St. Joe, FL 32456

Proposals Opened

**10:00 a.m. on February 14, 2011**

Gulf County Clerk of Courts office, Room 148  
Gulf County Courthouse  
1000 Cecil G. Costin, Sr. Blvd  
Port St. Joe, FL 32456

### 1.4 PROPOSAL RESPONSE FORMAT

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Include a soft copy of this RFP Response within the proposal response deliverables. Format the RFP Response in the same format as the RFP document. All responses should be stated in the body of the document following their specific questions. Any additional information can be placed in the Appendix under the appropriate subheading.

Provide one (1) original and six (6) copies of this proposal response. Each proposal response must be accompanied by a cover letter on (**Vendor**) corporate letterhead, and signed by an official of (**Vendor**) who is authorized to bind the company.

### 1.5 FALSE OR MISLEADING STATEMENTS

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(**Vendor**) shall take great care to ensure that sufficient information has been provided to allow Gulf County to evaluate the technical solution being offered, any options proposed, pricing of all offerings,

and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

**(Vendor)** understands that if, in the opinion of Gulf County, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, **Gulf County** reserves the right, in its sole discretion, to reject the proposal. **(Vendor)** shall understand that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, **Gulf County** may reject the proposal.

**(Vendor)** shall understand that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

## **1.6 ACCEPTANCE OF PROPOSAL CONTENT**

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**(Vendor)** understands that, as stated in Section 1.2 above, Gulf County reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon **(Vendor)**.

Upon acceptance of the Proposal by Gulf County, the successful Proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract.

**(Vendor)** has clearly identified any limitations and/or exceptions to the requirements inherent in the proposed system. **(Vendor)** further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Gulf County.

## **1.7 EVALUATION CRITERIA**

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**Gulf County** reserves the right to accept or reject any and all responses to this RFP at its complete discretion. **Gulf County** reserves the right to withdraw or modify this RFP before the closing date. All participating VENDORS will be notified in the instance of withdrawal or modification.

**Gulf County** will evaluate proposals with the following criteria:

- Cost
- Conformity to specifications
- Reliability and reputation
- Product performance and migration track record
- Vendor track record with similar scale projects
- Required maintenance and administrative intervention
- Technical capabilities
- Manufacturer support
- References

## **1.8 VENDOR QUESTIONNAIRE**

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### **1.8.1 DOES THE BIDDER INSTALL THE PRODUCT OR USE BUSINESS PARTNERS?**

RESPONSE:

### **1.8.2 DOES THE BIDDER MAINTAIN SINGLE POINT OF RESPONSIBILITY FOR PRODUCTS AND SERVICES RECOMMENDED?**

RESPONSE:

**1.8.3 DOES THE BIDDER MAINTAIN A SUPPORT CALL-IN CENTER FOR PROBLEMS?**

RESPONSE:

**1.8.4 DOES THE BIDDER PROVIDE ON-SITE ASSISTANCE IF IT IS REQUIRED?**

RESPONSE:

**1.8.5 THE VENDOR MUST SUBMIT THREE REFERENCE CUSTOMERS. REFERENCE INFORMATION MUST INCLUDE COMPANY NAME, CONTACT, TELEPHONE NUMBER AND APPROXIMATE SIZE OF SYSTEM.**

RESPONSE:

Company Name	Contact	Phone Number	System Size
( Reference 1)	(Name)	(Number)	(#) stations (#) sites
(Reference 2)	(Name)	(Number)	(#) stations (#) sites
( Reference 3)	(Name)	(Number)	(#) Stations (#) Sites

**1.9 OVERVIEW OF CURRENT ENVIRONMENT & REQUIREMENTS:**

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**1.9.1 LOCATIONS, USERS, TRUNKING, VOICE MAIL AND UNIFIED MESSAGING**

**(Vendor)** understands that Gulf County currently has *the location and number of phones and faxes as shown in the chart below. All phone and cordless users require Voice mail and Unified Messaging. All Phones are to be quoted as IP so the County can maintain one cabling infrastructure. Note power for IP phones must be included in your proposal unless already in place. It is the Vendor's responsibility to assess in place equipment during the "Walk Through".*

**Administration Building**

**(1000 Cecil G. Costin, Sr. Blvd.)**

	<b><u>Phones</u></b>	<b><u>Faxes</u></b>
Building / Code Enforcement	4	1
County Administration	5	1
Grants	2	0
Human Resources	1	1
Maintenance	1	1
Planning	2	1
Veterans Services	1	1

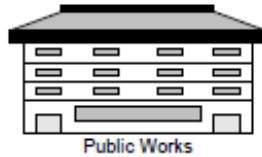
**Gulf County Courthouse**

**(1000 Cecil G. Costin, Sr. Blvd.)**

Clerk of Courts - Courthouse	7	0
Clerk of Courts - Finance	6	0
Clerk of Courts - Recording	5	1
Clerk of Courts - Vault	1	1
Property Appraiser	5	1
Tax Collector	5	1
States Attorney	9	1
Public Defender	3	1

<b><u>Tax Collector – Wewahitchka</u></b> <b><u>(200 N. 2nd Street)</u></b>	1	1
<b><u>Emergency Operations Center</u></b> <b><u>(1000 Cecil G. Costin, Sr. Blvd.)</u></b>		
Emergency Operations Center	21	2
EOC - Honeyville	3	1
<b><u>EMS</u></b> <b><u>(1000 Cecil G. Costin, Sr. Blvd.)</u></b>	2	1
<b><u>Gulf County Sheriff's Office</u></b> <b><u>(1000 Cecil G. Costin, Sr. Blvd.)</u></b>		
Sheriff's Office	9	1
<b><u>Sheriff – Wewahitchka</u></b> <b><u>(310 N. Hwy 71)</u></b>	2	1
<b><u>Sheriff Investigations</u></b> <b><u>(401 Long Avenue)</u></b>	6	1
<b><u>Supervisor of Elections</u></b> <b><u>(401 Long Avenue)</u></b>	3	1
<b><u>Gulf County Jail</u></b> <b><u>(1000 Cecil G. Costin, Sr. Blvd.)</u></b>	9	1
<b><u>Gulf County Public Works</u></b> <b><u>(1001 10<sup>th</sup> Street)</u></b>	5	1
<b><u>Tourist Development Council</u></b> <b><u>(150 Captain Fred's Place)</u></b>	3	1
<b>TOTAL</b>	<b>121</b>	<b>24</b>





5 Phones / 1 Fax (1 DSL)

Public Works

Public Works is roughly  
375 yards from EOC



EOC – 21 Phones / 1 Fax  
(1 DSL, 1 Cable Modem)



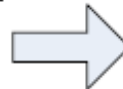
EMS  
2 Phones / 1 Fax  
(1 DSL)



Jail / Sheriffs Office



Administration



### Jail / Sheriff

Jail – 9 Phones / 1 Fax (1 DSL)  
S.O. – 9 Phones / 1 Fax (1 DSL)

### Administration

Bld – 4 Phones / 1 Fax  
Adm – 4 Phones / 1 Fax (1 DSL)  
Grnts – 1 Phone / 0 Fax  
H.R. – 1 Phone / 1 Fax  
Maint – 1 Phone / 1 Fax (1 DSL)  
Plan – 2 Phones / 1 Fax  
Vet. – 1 Phones / 1 Fax (1 DSL)

### Courthouse

Clerk – 19 Phones / 2 Fax (1 DSL)  
P.A. – 5 Phones / 1 Fax (1 DSL)  
P.T. – 5 Phones / 1 Fax (1 DSL)  
P.D. – 3 Phones / 1 Fax  
S.A. – 9 Phones / 1 Fax (1 DSL)



Courthouse



**Wewa Substation is  
roughly 35 miles away**

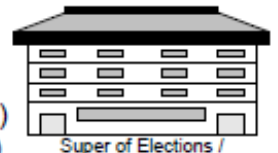
Wewa - 2 Phones / 1 Fax (1 DSL)



Sheriff Substation in Wewa

**SOE / Investigations are  
just over ½ a mile away**

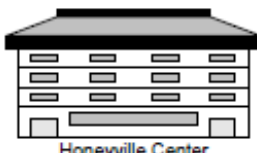
SOE – 3 Phones / 1 Fax (1 DSL)  
INV – 6 Phones / 1 Fax (1 DSL)



Super of Elections /  
Investigations

**Honeyville Center is  
roughly 25 miles away**

3 Phones / 1 Fax (1 DSL)  
**DSL LINE IS NOT  
ACTIVE UNTIL NEEDED**



Honeyville Center

**TDC is a mile away**

TDC – 3 Phones / 1 Fax (1 DSL)



TDC – Tourist Dev. Council

**(Vendor)** understands that Gulf County requires the following items are met or exceeded:

Gulf County seeks a solution that integrates its communications system with a Voice over Internet Protocol (VoIP) integrated voice and data system. All existing telephones should be replaced with either equivalent new analog or IP phones that support basic telephony features. An employee should be able to log in anywhere on or off the company network (home phone or cell phone) and automatically receive calls without administrative intervention. Also, any system proposed should accommodate a failover option to POTS lines and PSTN capabilities should the PRI Service or WAN experience an interruption.

Gulf County requires that any system have the capability to service remote locations with the same features and functionality as the main office should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.

Gulf County requires the Vendor to provide One Gigabit of data connectivity from each building to the Sheriff's Office. The vendor must verify that any premise equipment required to support that connectivity is already in place or must quote the additional equipment required.

## 2.0 EXECUTIVE OVERVIEW

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The following Executive Overview is to summarize the voice communications system recommended by **(Vendor)** and to further familiarize Gulf County with **(Vendor Company Name)**.

RESPONSE:

### 2.1 PROPOSED SYSTEM

---

#### 2.1.1 *PROVIDE A BRIEF DESCRIPTION OF THE PROPOSED SYSTEM. INCLUDE DIAGRAMS IF DESIRED.*

RESPONSE:

#### 2.1.2 *WHAT ARE THE MODEL NAMES AND VERSION NUMBERS OF ALL RELEVANT COMPONENTS OF THE PROPOSED SYSTEM?*

RESPONSE:

MODEL NAME	MANUFACTURER PART #	OS VERSION
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### 2.2 SYSTEM ARCHITECTURE

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#### 2.2.1 *PROVIDE A BRIEF DESCRIPTION AND DISCUSSION OF YOUR SYSTEM ARCHITECTURE. DESCRIBE YOUR PHILOSOPHY ON OPEN ARCHITECTURE AND YOUR ABILITY TO SUPPORT OTHER VENDORS' EQUIPMENT.*

RESPONSE:

#### 2.2.2 *PROVIDE A DIAGRAM OF THE SYSTEM ARCHITECTURE.*

RESPONSE:

**2.2.3 DESCRIBE HOW THE SYSTEM INTEGRATES WITH VOICE SERVICES WITH THE CONVERGED INTERNET PROTOCOL NETWORK INCLUDING THE USE OF STANDARDS AND THE SUPPORT FOR ANALOG AND IP ENDPOINTS FOR USERS, MODEMS, FAX MACHINES, ETC.**

RESPONSE:

**2.2.4 DESCRIBE HOW THE SOLUTION ACCOMMODATES REDUNDANCY FOR VOICE SERVICES INCLUDING MAINTAINING DIAL TONE DURING WAN OUTAGES, FAILURE OF THE SYSTEMS DURING POWER OUTAGES.**

RESPONSE:

WAN Failure

RESPONSE:

Server Failure

RESPONSE:

PC Failure

RESPONSE:

Switch Failure

RESPONSE:

Complete Power failure, with no UPS backup

RESPONSE:

IP Phones

RESPONSE:

**2.2.5 DESCRIBE THE VENDOR'S EXPERIENCE IN BUILDING AND DELIVERING VOICE OVER IP SOLUTIONS.**

RESPONSE:

**2.2.6 DESCRIBE THE SYSTEMS SUPPORT FOR OPEN STANDARDS INCLUDING SUPPORT FOR OPEN STANDARDS FOR INTEGRATION WITH EXISTING VOICE EQUIPMENT.**

RESPONSE:

**2.2.7 DESCRIBE THE ARCHITECTURE OF THE PROPOSED VOICE MAIL SOLUTION INCLUDING HOW VOICE MAIL IS ACCESSED BY USERS FROM THEIR EXTENSION, REMOTELY, MOBILE DEVICES AND FROM THEIR DESKTOP COMPUTER.**

RESPONSE:

**2.2.8 DESCRIBE THE MAINTENANCE AND ADMINISTRATION FOR ALL SITES OF THE SYSTEM THIS INCLUDES THE CALL CONTROLLER ALONG WITH DESKTOP APPLICATIONS, VOICEMAIL, ACD ETC...**

RESPONSE:

**2.2.9 WHAT REMOTE SERVICE CAPABILITIES ARE SUPPORTED BY THE SYSTEM AND HOW ARE THEY USED TO PROVIDE TECHNICAL SUPPORT BY THE VENDOR. OF THE COMPONENTS BEING PROPOSED CAN THEY BE MANAGED FROM A SINGLE INTERFACE. IF MORE THAN ONE INTERFACE HAS TO BE ACCESSED PLEASE LIST THEM ALL OUT. ALSO EXPLAIN HOW MANAGEMENT IS PERFORMED FOR SINGLE SITE VS. ADDITIONAL SITES. ASSUME THE REMOTE SITES ARE RUNNING THE SAME "CALL CONTROLLER" AS THE MAIN SITE NOT JUST IN A REDUNDANT MODE.**

RESPONSE:

**2.2.10 EXPLAIN HOW THE SYSTEM WILL SCALE TO UP TO 10% ADDITIONAL USER CAPACITY AND HOW ADDITIONAL SITES ARE ADDED TO THE SYSTEM.**

RESPONSE:

**2.2.11 DESCRIBE THE INSTALLATION PROCESS AND PROVIDE REFERENCES ON THE RELATIVE EASE OR DIFFICULTY OF THE INSTALLATION PROCESS.**

RESPONSE:

**2.2.12 EXPLAIN THE NETWORK REQUIREMENTS FOR SUPPORTING THE PROPOSED SYSTEM TO DELIVER HIGH QUALITY VOICE TO BOTH LOCAL AND REMOTE SITES.**

RESPONSE:

**2.2.13 DESCRIBE THE REQUIRED OR RECOMMENDED TRAINING FOR SYSTEM ADMINISTRATORS AND END USERS FOR THE SYSTEM INCLUDING TIME AND COSTS.**

RESPONSE:

## **IP COMMUNICATIONS SYSTEM SOFTWARE AND HARDWARE**

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### **3.1 SYSTEM SOFTWARE**

---

**3.1.1 WHICH SOFTWARE PACKAGE IS BEING PROPOSED? PLEASE PROVIDE THE RELEASE AND VERSION?**

RESPONSE:

**3.1.2 DESCRIBE ALL THE SYSTEM SOFTWARE COMPONENTS FOR CALL PROCESS AND IDENTIFY THE PLATFORMS WHERE THEY ARE HOSTED IN THE PROPOSED ARCHITECTURE.**

RESPONSE:

**3.1.3 IDENTIFY HOW THE PROPOSED SOFTWARE MAINTAINS CALL PROCESSING SERVICES TO THE USERS AT ALL SITES DURING SERVER OR WAN FAILURES.**

RESPONSE:

**3.1.4 WHEN DEALING WITH MULTIPLE SITES AND MULTIPLE CALL PROCESSORS ARE THEY ALL RUNNING THE SAME DATABASE? IF THEY ARE NOT RUNNING FROM THE SAME DATABASE HOW IS INFORMATION SYNCHRONIZED? DOES THE SYSTEM HAVE A “MANAGEMENT PROGRAM” TO KEEP THE SYSTEMS SYNCHRONIZED, CAN THIS “MANAGEMENT PROGRAM” CONFIGURE 100% OF SYSTEMS. IF NOT WHAT IS NOT MANAGEABLE, CONFIGURABLE, ETC. FROM THE “MANAGEMENT PROGRAM”?**

RESPONSE:

## **3.2 HARDWARE CONFIGURATION**

---

**3.2.1 WHAT HARDWARE IS BEING PROPOSED? PLEASE PROVIDE THE MODEL NAME AND NUMBER, BE SURE TO INCLUDE MTBF INFORMATION.**

RESPONSE:

<b>Product Model</b>	<b>Predicted MTBF hours</b>	<b>Demonstrated MTBF hours</b>	<b>Availability, 1 hour MTTR</b>

**3.2.2 DESCRIBE THE IP CALL PROCESSING HARDWARE PLATFORM IN DETAIL. IS IT BASED ON INDUSTRY STANDARD HARDWARE, OR IS IT PROPRIETARY?**

RESPONSE:

**3.2.3 Describe the operating system used for the proposed system providing “call control” does it require any hard drives?**

RESPONSE:

**3.2.4 WHAT IS THE MAXIMUM USER CAPACITY OF THE PROPOSED IP COMMUNICATIONS SYSTEM? PROVIDE A DESCRIPTION OF HOW SCALABILITY IS ACHIEVED.**

RESPONSE:

COMPONENT	CAPACITY
Users	
Analog Phone Users	
Trunk Ports	
IP Phone Users	
Voice Mailboxes	

**3.2.5 WHAT IS THE MAXIMUM NUMBER OF SIMULTANEOUS CONVERSATIONS SUPPORTED BY THE PROPOSED SYSTEM? IS THE SYSTEM NON-BLOCKING FOR VOICE CALLS?**

RESPONSE:

COMPONENT	CAPACITY	NOTES
Simultaneous Calls		
Busy Hour Call Completion		
		<ul style="list-style-type: none"><li>• Busy hour call completion (Analog telephones)</li><li>• Busy hour call completion (IP telephones)</li></ul>

### **3.3 NETWORK & NETWORK INFRASTRUCTURE REQUIREMENTS**

**3.3.1 THE VENDOR SHALL ENSURE BANDWIDTH AND CONNECTIVITY REQUIREMENTS ARE MET FOR EACH OF THE PARTICIPATING COUNTY BUILDINGS.**

RESPONSE:

**3.3.2 DESCRIBE REQUIREMENTS TO THE DATA NETWORK TO SUPPORT THE SYSTEM INCLUDING NECESSARY INFRASTRUCTURE FEATURES AND CAPABILITIES. NOTE THAT THE COUNTY WILL RETAIN AS MUCH OF ITS CURRENT INFRASTRUCTURE AS POSSIBLE TO MINIMIZE COST**

RESPONSE:

**3.3.3 WHAT CAPABILITIES (EXAMPLE: QoS (DSCP/802.1p), RATE SHAPING, VLANS ETC...) ARE REQUIRED INSIDE THE LAN?**

RESPONSE:

**3.3.4 Is the phone system being proposed agnostic to the networking equipment? If not who's networking equipment is required and why? If a specific networking vendor isn't selected will the vendors TAC still support troubleshooting of the phone system?**

RESPONSE:

**3.3.5 WHAT CAPABILITIES ARE REQUIRED ACROSS THE WAN?**

RESPONSE:

**3.3.6 HOW DOES YOUR PROPOSED INTELLIGENT NETWORK INFRASTRUCTURE SUPPORT END-TO-END QoS? IN A CONVERGED NETWORK SUPPORTING VOICE AND DATA, HOW ARE QoS ISSUES RESOLVED?**

RESPONSE:

**3.3.7 EXPLAIN HOW YOU CAN PROVIDE EASY ADDRESSING OF THE IP PHONES WITHOUT HAVING TO CHANGE THE ADDRESSING SCHEME OF THE EXISTING IP DATA NETWORK?**

RESPONSE:

**3.3.8 EXPLAIN HOW IP PHONES THAT ARE INSTALLED ON THE IP NETWORK ARE IDENTIFIED AND ADDED TO THE SYSTEM?**

RESPONSE:

**3.3.9 CAN THE PROPOSED SYSTEM SUPPORT REMOTE USERS USING IP PHONES? HOW IS THIS DONE, WHAT HARDWARE IS REQUIRED? WHAT PROTOCOLS ARE USED TO SECURE THE COMMUNICATION?**

RESPONSE:

**3.3.10 CAN IP PHONES SHARE EXISTING ETHERNET PORTS WITH DATA DEVICES, OR DO THE IP PHONES REQUIRE ADDITIONAL ETHERNET PORTS BE ADDED BY THE CUSTOMER TO SUPPORT VOICE?**

RESPONSE:

### **3.4 PSTN AND LEGACY INTEGRATION INTERFACES**

---

**3.4.1 IDENTIFY ALL TYPES OF PSTN INTERFACES OR TRUNKS SUPPORTED BY THE SYSTEM.**

RESPONSE:

**3.4.2 IF PRI IS SUPPORTED, IDENTIFY SUPPORTED PROTOCOLS AND PRI SERVICES SUCH AS ANI, DNIS, CALLER ID NAME AND NUMBER.**

RESPONSE:

**3.4.3 IDENTIFY ALL SUPPORTED INTERFACES FOR INTEGRATION WITH EXISTING OR LEGACY TELEPHONE EQUIPMENT SUCH AS PBX'S, KEY SYSTEMS, FAX SERVERS, ETC.**

RESPONSE:

### **3.5 PROPOSED SYSTEM CABLING**

---

**3.5.1 DESCRIBE THE SYSTEM CABLING INCLUDING THE NUMBER OF WIRE PAIRS OF WIRES OR NETWORK CONNECTIONS REQUIRED TO SUPPORT THE SPECIFIC HARDWARE CONFIGURATION, TELEPHONES, PSTN INTERFACES, AND CONNECTIONS TO LEGACY EQUIPMENT.**

RESPONSE:

### **3.6 STATION HARDWARE**

---

**3.6.1 DOES THE SYSTEM SUPPORT THE FOLLOWING TYPES OF USER EQUIPMENT?**

RESPONSE:

EQUIPMENT	YES	NO	OPTIONAL
Analog Telephones (2500 Type)			
IP Telephones			
Proprietary Digital Phones			
Modems			
Fax Machines			

**3.6.2 PROVIDE A DESCRIPTION OF EACH ANALOG TELEPHONE PROVIDED WITH THE PROPOSED SYSTEM**

RESPONSE:

**3.6.3 PLEASE SPECIFY THE POWER REQUIREMENTS FOR EACH ANALOG TELEPHONE AND IF THEY REQUIRE LOCAL OR CLOSET POWER. ON POWER FAILURE IS THE TELEPHONE DISABLED OR ARE SUPPORT SERVICES SUCH AS LCD/LED DEVICES DISABLED?**

RESPONSE:

**ARE HEADSETS AVAILABLE FOR ALL ANALOG AND IP TELEPHONES?**

RESPONSE:

**3.6.4 WHAT PER-USER CONFIGURATION IS REQUIRED FOR EACH ANALOG PHONE DEPLOYED OR RE-DEPLOYED IN THE SYSTEM?**

RESPONSE:

**PROVIDE A DESCRIPTION OF EACH IP TELEPHONE AVAILABLE WITH THE PROPOSED SYSTEM**

RESPONSE:

**3.6.5 PLEASE SPECIFY THE POWER REQUIREMENTS FOR EACH IP TELEPHONE AND IF THEY REQUIRE LOCAL OR CLOSET POWER. ON POWER FAILURE IS THE TELEPHONE DISABLED OR ARE SUPPORT SERVICES SUCH AS LCD/LED DEVICES DISABLED?**

RESPONSE:

**3.6.6 ARE HEADSETS AVAILABLE FOR ALL PROPOSED IP TELEPHONES?**

RESPONSE:

**3.6.7 DOES YOUR IP STATION EQUIPMENT PROVIDE THE FOLLOWING FEATURES?**

RESPONSE:

FEATURE	YES	NO	OPTIONAL
Audio Volume Adjust			
Call Forward Busy			
Call Forward No Answer			
Call Forward All Calls			
Call Redirect			
Call Hold / Release			
Call Park / Pickup			
Call Transfer			
Call Waiting			
Calling Line ID Name and Number			
Make / Drop Conference			
Last Number Redial			
Call History			
Missed Call Indicator			
Multiple Calls Per Line Appearance			
Call Waiting Caller ID Name and Number			



FEATURE	YES	NO	OPTIONAL
Prime Line Select			
Privacy			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Bridged Call Appearances			
Single Button Retrieve			
Speaker Phone Full Duplex			
Speaker phone Mute			
Speed Dial (Auto-Dial)			
Programmable Buttons w/ paperless labels			
Auto Off-hook Preference			
Intercom			
Dial by Name Directory			
Hot Key Pad			
360 <sup>0</sup> Message Waiting LED			
Voice Mail Login Button			
Group Paging			
Headset Compatibility			
Wireless headset on/off hook (without lifter)			
Bluetooth			
Time & Date			

**3.6.8 WHAT PER-USER CONFIGURATION IS REQUIRED FOR EACH IP PHONE DEPLOYED OR RE-DEPLOYED IN THE SYSTEM?**

RESPONSE:

**3.6.9 CAN TELEPHONES FROM THIRD PARTIES ALSO BE USED WITH THE PROPOSED SYSTEM? STATE THE TYPES OF THIRD PARTY TELEPHONES SUPPORTED AND RECOMMENDED SOURCES.**

RESPONSE:

## **3.7 SYSTEM RELIABILITY**

**3.7.1 HOW DOES THE SYSTEM PROVIDE RELIABILITY FOR VOICE SERVICES? EXPLAIN HOW IT AVOIDS ANY SINGLE POINT OF FAILURE (SINGLE SITE AS WELL MULITI-SITE WITH MULTIPLE PRIMARY "CALL CONTROLLERS").**

RESPONSE:

**3.7.2 EXPLAIN HOW THE SYSTEM REACTS WHEN THE ROUTERS AND HUBS FAIL. CAN RELIABLE DIAL TONE AND CALL ROUTING BE ACHIEVED WITHOUT PURCHASING REDUNDANT NETWORK HARDWARE?**

RESPONSE:

### 3.8 SYSTEM/STATION/USER FEATURES

**3.8.1 FOR THE FOLLOWING FEATURES, USE THE TABLE TO INDICATE THEIR AVAILABILITY. NOTE IF ANY OF THESE FEATURES ARE OPTIONAL OR RESULT IN ADDITIONAL CHARGES.**

RESPONSE:

FEATURE	YES	NO	OPTIONAL
Answer/Answer Release			
Attendant or Operator Console			
Account Codes			
ACD			
Admission Control			
AMIS			
Audio Volume Adjust			
Automated Attendant			
Auto Echo Cancellation			
Auto Silence Suppression			
Automated Call-by-call Bandwidth Selection			
Automated Phone Installation Configuration			
Automatic Phone Moves			
Admission Control On WAN Usage			
Backup Auto-attendant			
Bridged Call Appearances			
Call Barge In			
Call forwarding (Off Premise)			
Call forwarding (Ring and/or No Answer)			
Call forwarding (Self Directed)			
Call Hold / Release			
Call History			
Call Join			
Call Park / Unpark			
Call Permissions			
Call Pickup			
Call Recording			
Call Redirect			
Call Transfer			
Call Waiting			
Calling Line ID Name and Number			
Call waiting Caller ID Name and Number			
Conference Calling			
Dial by Name Directory			
Direct Inward Dialing			
Direct Outward Dialing (DOD)			
Distinctive Ringing (internal vs. external call)			
Distinctive Station Ringing Pitch			
Extension Dialing Between Locations			
Extension Reassignment (On-net or Off-net)			
E-911 Integration (CESID)			

FEATURE	YES	NO	OPTIONAL
Fax Redirection			
Feature Permissions			
Group Paging			
Hot Key Pad			
Hunt Groups			
IP-based Integrated Messaging			
IP Phone Failover			
Intercom			
Last Number Redial			
Lowest Cost Trunk Selection			
Centrex Trunk Flash			
Tandem Trunking			
360 <sup>0</sup> Degree Message Waiting Indicator			
Media Encryption			
Missed Call Indicator			
Multi-Station Hunt Groups Spanning Locations			
Multiple Calls Per Line Appearance			
Multiple Line Appearances			
Music On Hold			
Night Bell			
On Hold Reminder Ring			
On-net Dialing (1-7 digits)			
Operator ("0")			
Overhead Paging			
Power Fail Transfer			
PRI Protocol Support			
PSTN Failover			
Redial			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Silent Monitoring			
SMDI			
SNMP			
Speaker Phone Mute			
Speed Dial (Auto-Dial)			
Station Monitoring or Busy Lamp Field Across all Locations			
TAPI 2.1			
Temporary Set Re-Assignment for Traveling Workers			
Toll and Nuisance Number (900,976,970,550,540 exchanges) Restriction			
Tone On Hold			
Visual Message Displays (All digital telephones) (name, extension, etc.)			
Voice Mail Login Options			
Whisper Page			

### **3.9 DESKTOP CALL MANAGEMENT**

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**3.9.1** *DESCRIBES THE SYSTEM'S DESKTOP CALL MANAGER AND THE CALL CONTROL FEATURES SUPPORTED FROM THE USER'S DESKTOP COMPUTER.*

RESPONSE:

**3.9.2** *OPERATOR CALL MANAGER – DESCRIBE HOW OPERATORS ARE SUPPORTED, ALSO ANY SPECIAL HARDWARE THAT IS REQUIRED. DOES IT REQUIRE A SPECIAL HANDSET? CAN AN OPERATOR ANSWER CALLS AND ROUTE CALLS FROM OTHER SITES?*

RESPONSE:

**3.9.3** *DOES THE DESKTOP CALL MANAGER APPLICATION PROVIDE DIRECTORY DIALING ACROSS ALL LOCATIONS IN THE SYSTEM?*

RESPONSE:

**3.9.4** *DOES THE DESKTOP CALL MANAGER PROVIDE CALLER HISTORY OR CALL LOG TO ARCHIVE THE USER'S TELEPHONE USE?*

RESPONSE:

**3.9.5** *DOES THE DESKTOP CALL MANAGER PROVIDE CALL ROUTING INFORMATION FOR DELIVERED CALLS AND IDENTIFY HOW THE CALLER REACHED THE USER THROUGH THE PROPOSED SYSTEM?*

RESPONSE:

**3.9.6** *DOES THE DESKTOP CALL MANAGER PROVIDE SEARCHING AND DIALING OF THE USERS CONFIGURE CONTACTS FROM STANDARD DESKTOP PERSONAL INFORMATION MANAGERS SUCH AS MICROSOFT OUTLOOK?*

RESPONSE:

**3.9.7** *DOES THE DESKTOP CALL MANAGER PROVIDE NAME MATCH AND DISPLAY WHEN RECEIVED CALLER ID INFORMATION MATCHES INFORMATION IN THE USER'S PERSONAL INFORMATION MANGER?*

RESPONSE:

**3.9.8** *ARE THE MATCHED NAMES ALSO DISPLAYED ON THE USER'S TELEPHONE?*

RESPONSE:

**3.9.9** *DOES THE DESKTOP CALL MANAGER PROVIDE SPEED DIALING OF THE USER'S CONFIGURED FREQUENTLY CALLED NUMBERS?*

RESPONSE:

**3.9.10** *ARE THE CONFIGURED SPEED DIAL ENTRIES ALSO AVAILABLE ON THE USER'S TELEPHONE?*

RESPONSE:

**3.9.11** *MOBILITY TOOLS- PLEASE LIST APPLICATION SOFTWARE THAT CAN RUN ON MOBILE DEVICES.*

RESPONSE:

### **3.10 E911 SERVICES**

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**3.10.1 IF EMERGENCY-911 MUNICIPAL SERVICES ARE MANDATED FOR COMMERCIAL SYSTEMS, IS YOUR PROPOSED SYSTEM IN COMPLIANCE TODAY? WHAT IS THE LONGEST IDENTIFIABLE DISTANCE?**

RESPONSE:

Compliance

RESPONSE:

Identifiable Distance

RESPONSE:

**3.10.2 DESCRIBE WHAT HARDWARE IS REQUIRED IN ORDER TO PERFORM 911 CALLS TO THE PSTN**

RESPONSE:

**3.10.3 WHEN DEALING WITH MULTIPLE SITES WHAT IS NEEDED IN ORDER TO SUPPORT 911, EVEN WITH A WAN OUTAGE?**

RESPONSE:

**3.10.4 ADD ON E911 WHAT OTHER OFFERINGS ARE OFFERED?**

RESPONSE:

### **3.11 SYSTEM ADMINISTRATION**

---

**3.11.1 DESCRIBE THE SYSTEM ADMINISTRATION TOOL(S) AVAILABLE TO PROVIDE INTEGRATED ADMINISTRATION OF THE SYSTEM ACROSS ALL LOCATIONS.**

RESPONSE:

**3.11.2 IS THE SYSTEM ADMINISTRATION APPLICATION ACCESSIBLE FROM ANY WORKSTATION ON THE LAN/WAN?**

RESPONSE:

**3.11.3 IS THE SYSTEM ADMINISTRATION APPLICATION ACCESSED THROUGH A STANDARD WEB BROWSER?**

RESPONSE:

**3.11.4 CAN MOVES AND CHANGES BE “BATCHED”, THAT IS CAN BLOCK COPY CHANGES CAN BE MADE TO A NUMBER OF SUBSCRIBERS OR CLASS OF SERVICE SIMULTANEOUSLY?**

RESPONSE:

**3.11.5 CAN ADMINISTRATION OF MULTIPLE REMOTE SITES BE DONE THROUGH A CENTRALIZED WORKSTATION? IS THERE ANY LIMIT TO HOW MANY WORKSTATIONS ARE SUPPORTED?**

RESPONSE:

**3.11.6 HOW IS SECURITY PROVIDED TO PREVENT UNAUTHORIZED ACCESS TO THE ADMINISTRATION APPLICATION? CAN SOME ADMINISTRATIVE USERS BE DEFINED WITH “VIEW-ONLY” PERMISSIONS?**

RESPONSE:

**3.11.7 IS THERE A LIMIT TO THE NUMBER OF ADMINISTRATORS THAT CAN BE LOGGED ON TO THE SYSTEM AT ONE TIME?**

RESPONSE:

**3.11.8 DOES THE ADMINISTRATIVE APPLICATION HAVE ON-LINE HELP? IF YES, DESCRIBE.**

RESPONSE:

## **3.12 System Maintenance and Upgrades**

---

**3.12.1 EXPLAIN THE BACK-UP PROCEDURES FOR THE SYSTEM CONFIGURATION AND INFORMATION AND HOW THE ADMINISTRATOR WOULD RELOAD THE DATA IF NEEDED TO RESTORE A PREVIOUS CONFIGURATION?**

RESPONSE:

**3.12.2 HOW CUSTOMERS ARE PROVIDED FUTURE SOFTWARE RELEASES? HOW ARE SOFTWARE UPGRADES PERFORMED?**

RESPONSE:

**3.12.3 WHEN SYSTEM OR STATION SOFTWARE UPDATES ARE PERFORMED, MUST THE SYSTEM BE SHUT DOWN, OR CAN THESE TYPES OF ACTIVITIES TAKE PLACE IN AN ON-LINE ENVIRONMENT?**

RESPONSE:

**3.12.4 DURING A SYSTEM UPGRADE, EXPLAIN HOW EACH COMPONENT OF THE SYSTEM IS UPGRADED INCLUDING ESTIMATE TOTAL TIME FOR UPGRADE FOR THE PROPOSED SYSTEM AND THE ESTIMATED TIME EACH SERVICE OR COMPONENT IS OFF-LINE.**

RESPONSE:

## **3.13 System Monitoring and Diagnostics**

---

**3.13.1 DESCRIBE THE DIAGNOSTIC TOOLS AVAILABLE FOR MONITORING AND MAINTAINING THE SYSTEM'S PERFORMANCE.**

RESPONSE:

**3.13.2 DOES THE SYSTEM SUPPORT LOGGING OF DIAGNOSTICS EVENTS INTO THE AN EVENT LOG?**

RESPONSE:

**3.13.3 WHAT REMOTE DIAGNOSTICS ARE AVAILABLE? CAN ADMINISTRATORS SEE AND ACCESS ANY ALARMS OR ALERTS ON THE SYSTEM FROM REMOTE TERMINALS?**

RESPONSE:

**3.13.4 CAN THE SYSTEM BE CONFIGURED TO NOTIFY THE ADMINISTRATOR OF DIAGNOSTIC EVENTS WHEN THEY ARE REMOTE OR AWAY FROM THE SYSTEM?**

RESPONSE:

**3.13.5 FOR EACH OF THE FOLLOWING SYSTEM MONITORING ITEMS LISTED BELOW, RESPOND WITH A "YES" IF THE PROPOSED IP PBX MONITORING FEATURES CAN SUPPORT THE FEATURE. IF THE ANSWER IS "PARTLY YES", THEN DEFINE EXACTLY WHAT IS SUPPORTED AND WHAT IS NOT SUPPORTED, AND WHEN YOU EXPECT THE IP PBX TO BE ABLE TO SUPPORT THIS FEATURE. IF THE ANSWER IS "NO", THEN STATE WHEN YOU EXPECT THE IP PBX TO BE ABLE TO SUPPORT THIS FEATURE.**

RESPONSE:

FEATURE	YES	NO	AVAILABILITY DATE
Status of all trunking			
Status of all call routing components			
Integrated status of all locations			
Status of individual stations (IP / Analog)			
Call usage reporting			
WAN usage reporting			
IP quality statistics reporting			
Diagnostic events listing or reporting			
Real-time traffic status			
Status of all gateway ports			

## 4.0 VOICE MAIL AND UNIFIED MESSAGING SYSTEM SPECIFICATIONS

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### 4.1 VOICE MESSAGING SYSTEM DESCRIPTION

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**4.1.1** *DESCRIBE IN DETAIL YOUR VOICE MESSAGING PRODUCT OFFERING. INCLUDE AN OVERVIEW OF THE HARDWARE, SOFTWARE, ARCHITECTURE, AND COMPONENTS OF THE EQUIPMENT PROPOSED TO MEET GULF COUNTY REQUIREMENTS.*

RESPONSE:

### 4.2 VOICE MAIL SYSTEM SPECIFICATIONS

---

**4.2.1** *HOW MANY USERS ARE SUPPORTED BY THE PROPOSED VOICE MAIL SYSTEM? HOW ARE ADDITIONAL USERS ADDED TO THE SYSTEM?*

RESPONSE:

**4.2.2** *HOW MANY PORTS ARE PROPOSED TO SUPPORT GULF COUNTY VOICE MAIL SYSTEM? IF ADDITIONAL PORTS ARE REQUIRED IN THE FUTURE, HOW ARE THESE ADDED? EXPLAIN HOW THE SYSTEM SCALES BEYOND THE NUMBER OF PROPOSED PORTS.*

RESPONSE:

**4.2.3** *IS THE VOICE MAIL APPLICATION CENTRALIZED AT A SINGLE SITE OR DISTRIBUTED ACROSS THE DIFFERENT LOCATIONS IN THE SYSTEM?*

RESPONSE:

**4.2.3.1** *DESCRIBE WAN USE FOR USERS AT REMOTE LOCATIONS WHEN VOICE MAIL MESSAGES ARE LEFT OR WHEN THEY RETRIEVE THEIR MESSAGES.*

RESPONSE:

**4.2.4** *DESCRIBE IN DETAIL THE VOICE DIGITIZATION TECHNIQUE AND VOICE DIGITIZATION RATE USED FOR RECORDING USERS' SPEECH.*

RESPONSE:

**4.2.5 INDICATE THE CAPACITY LIMITS THAT CAN BE DEFINED FOR A PARTICULAR VOICE MAILBOX. INDICATE WHETHER OR NOT THIS IS CONFIGURABLE BY CLASS OF SERVICE.**

RESPONSE:

**4.2.5.1 WHAT IS THE LENGTH OF THE LONGEST MESSAGE THAT CAN BE RECORDED BY A CALLER?**

RESPONSE:

**4.2.5.2 HOW MANY MESSAGES CAN BE STORED IN A SUBSCRIBER'S MAILBOX?**

RESPONSE:

**4.2.5.3 WHAT IS THE MAXIMUM TOTAL NUMBER OF MINUTES OF MESSAGES THAT CAN BE STORED IN A SINGLE VOICE MAILBOX?**

RESPONSE:

**4.2.6 HOW MANY CLASSES OF SERVICE CAN BE DEFINED FOR VOICE MAIL PERMISSION LEVELS?**

RESPONSE:

### **4.3 VOICE MAIL SYSTEM – SYSTEM FEATURES**

---

**4.3.1 IS THE VOICE MAIL SYSTEM REMOTELY ACCESSIBLE? CAN THE SYSTEM BE ACCESSED FROM A STANDARD TOUCH-TONE PHONE? ARE OTHER TYPES OF CLIENT DEVICES SUPPORTED?**

RESPONSE:

**4.3.2 DOES THE VOICE MAIL SYSTEM PROVIDE AN INTERFACE TO DELIVERY VOICE MAIL MESSAGES INTO STANDARD DESKTOP EMAIL APPLICATIONS TO PROVIDE UNIFIED MESSAGING?**

RESPONSE:

**4.3.2.1 DESCRIBE THE IMPACT ON THE EXISTING EMAIL INFRASTRUCTURE TO PROVIDE UNIFIED MESSAGING?**

RESPONSE:

**4.3.2.2 IS UNIFIED MESSAGING INCLUDED WITH THE PROPOSED SYSTEM? IF NOT, WHAT IS THE ADDITIONAL COST FOR THIS COMPONENT?**

RESPONSE:

**4.3.3 IS A DESKTOP APPLICATION INCLUDED THAT PROVIDES VISUAL ACCESS TO VIEW AND MANAGE USERS MESSAGES FROM THEIR PC?**

RESPONSE:

**4.3.4 IF A CALLER DOES NOT KNOW A PARTICULAR SUBSCRIBER'S EXTENSION NUMBER, CAN THEY "LOOK UP" THE SUBSCRIBER BY "SPELLING" THE NAME VIA TOUCHTONE INPUT? EXPLAIN HOW THE SYSTEM WOULD RESOLVE THE SITUATION WHERE ONE NAME HAS MULTIPLE ENTRIES (E.G., "JONES")?**

RESPONSE:

**4.3.5 CAN SYSTEM PROMPTS BE INTERRUPTED BY EXPERIENCED USERS? IN OTHER WORDS, IS THERE A "FAST PATH" FOR USERS? CAN SYSTEM PROMPTS BE REPEATED?**

RESPONSE:



**4.3.6 DOES THE VOICE MAIL SYSTEM SUPPORT A "ZERO OUT" TO THE ATTENDANT FEATURE? IS THIS FEATURE CONFIGURABLE BY CLASS OF SERVICE? CAN THE "ZERO OUT" DESTINATION BE A STATION RATHER THAN THE ATTENDANT? IF THE "ZERO OUT" DESTINATION IS BUSY, OR RINGS UNANSWERED, WILL THE CALL BE RE-DIRECTED?**

RESPONSE:

**4.3.7 CAN INDIVIDUAL USERS CONFIGURE THEIR OWN PERSONAL "ZERO OUT" DESTINATION FOR CALLERS SEPARATE FROM THE SYSTEM WIDE TARGET? IS THIS CONFIGURABLE BY CLASS OF SERVICE?**

RESPONSE:

**4.3.8 DOES THE VOICE MAIL SYSTEM SUPPORT MULTIPLE GREETINGS? IF YES, DESCRIBE ALL AVAILABLE GREETINGS.**

RESPONSE:

**4.3.9 DOES THE SYSTEM SUPPORT AUTOMATIC REMOTE NOTIFICATION AND DELIVERY OF VOICE MAIL MESSAGES TO USERS?**

RESPONSE:

**4.3.10 DOES THE SYSTEM SUPPORT SENDING AND RECEIVING MESSAGES FROM EXISTING OR LEGACY VOICE MAIL SYSTEMS USING AMIS?**

RESPONSE:

**4.3.10.1 IS AMIS INTEGRATION INCLUDED WITH THE PROPOSED SYSTEM? IF NOT, WHAT ADDITIONAL COSTS ARE REQUIRED FOR THIS COMPONENT?**

RESPONSE:

**4.3.11 DOES THE SYSTEM SUPPORT INTEGRATION WITH EXISTING OR LEGACY VOICE MAIL SYSTEMS USING SMDI?**

RESPONSE:

**4.3.11.1 IS SMDI INTEGRATION INCLUDED WITH THE PROPOSED SYSTEM? IF NOT, WHAT ADDITIONAL COSTS ARE REQUIRED FOR THIS COMPONENT?**

RESPONSE:

## **4.4 VOICE MAIL SYSTEM – USER FEATURES**

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**4.4.1 CAN SYSTEM SUBSCRIBERS CONDUCT THE FOLLOWING ACTIONS:**

**4.4.1.1 PLAY, PAUSE AND REPLAY MESSAGES**

RESPONSE:

**4.4.1.2 RECORD RESPONSES AND REPLY TO VOICE MAIL MESSAGES**

RESPONSE:

**4.4.1.3 RECORD MESSAGES, SEND AND MARK "URGENT" ETC.**

RESPONSE:

**4.4.1.4 FORWARD MESSAGES TO OTHER USERS AND APPEND THEM WITH THEIR OWN COMMENTS**

RESPONSE:

**4.4.1.5 SEND OR FORWARD MESSAGES TO OTHER USERS AT ANY LOCATION IN THE SYSTEM USING EXTENSION ADDRESSING**

RESPONSE:

**4.4.1.6 CREATE, EDIT, AND MODIFY THEIR OWN DISTRIBUTION LISTS**

RESPONSE:

**4.4.1.7 OBTAIN USER INSTRUCTION THROUGH SYSTEM PROMPTS**

RESPONSE:

**4.4.1.8 RECORD PERSONAL GREETINGS. HOW MANY DIFFERENT ONES CAN THEY HAVE?**

RESPONSE:

**4.4.1.9 MODIFY THEIR OWN PASSWORDS.**

RESPONSE:

**4.4.1.10 SET BUSINESS DAYS AND HOURS FOR ALTERNATE GREETINGS.**

RESPONSE:

**4.4.1.11 USING VOICE MAIL VIEWER CAN THE USER JUMP TO A SPECIFIC POINT IN THE MESSAGE BY CLICKING OF THE MOUSE?**

RESPONSE:

**4.4.1.12 EASILY SELECT AUDIO OUTPUT BETWEEN PC AND TELEPHONE**

RESPONSE:

**4.4.1.13 MANAGE VOICE MAIL FROM THEIR PERSONAL COMPUTER OR INSIDE THEIR EMAIL INBOX?**

RESPONSE:

**4.4.2 CAN THE VOICE MAIL SYSTEM IDENTIFY CALLERS THAT LEAVE VOICE MAIL MESSAGES AND DISPLAY THEIR NAME BASED ON CALLER ID INFORMATION THAT MATCHES CONTACT INFORMATION IN THE USERS PERSONAL INFORMATION MANGER?**

RESPONSE:

## **4.5 VOICE MAIL SYSTEM – SYSTEM ADMINISTRATION**

---

**4.5.1 IS SYSTEM ADMINISTRATION DONE THROUGH A STANDARD WEB-ENABLED GUI? IF SO, WHICH BROWSER DOES THE ADMINISTRATIVE APPLICATION SUPPORT?**

RESPONSE:

**4.5.2 DESCRIBE HOW SYSTEM ADMINISTRATOR IS ABLE TO PERFORM THE FOLLOWING USER ADMINISTRATION ACTIONS:**

RESPONSE:

**4.5.2.1 ADD OR MODIFY A CLASS OF SERVICE. STATE WHAT USER PERMISSIONS OR CHARACTERISTICS WITHIN A CLASS OF SERVICE CAN BE CREATED OR MODIFIED.**

RESPONSE:

**4.5.2.2 ADD, DELETE, OR MODIFY A USER'S VOICE MAILBOX.**

RESPONSE:

**4.5.2.3 SET THE MAXIMUM LENGTH OF VOICE MESSAGES.**

RESPONSE:

**4.5.3 EXPLAIN HOW THE SYSTEM ADMINISTRATOR WOULD PERFORM A BACKUP AND RESTORE ON THE VOICE MESSAGING SYSTEM.**

RESPONSE:

**4.5.4 IS THE VOICE MAIL ADMINISTRATION INTEGRATED WITH THE ADMINISTRATION OF USERS OR VIA A SEPARATE ADMINISTRATION ACTION?**

RESPONSE:

## **5.0 IMPLEMENTATION**

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### **5.1 PROJECT MANAGEMENT**

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**5.1.1 PROJECT PLAN - BIDDERS ARE REQUIRED TO SUPPLY A COMPLETE DESCRIPTION OF THE KEY ACTIVITIES REQUIRED FOR THE INSTALLATION OF THE PROPOSED SYSTEM.**

RESPONSE:

**5.1.2 SEAMLESS - IT IS ESSENTIAL THAT THE INSTALLATION OF THE NEW SYSTEM BE AS SEAMLESS AS POSSIBLE TO THE USERS. THERE SHOULD BE NO TELEPHONE SERVICE INTERRUPTIONS, NO INTERIM CHANGES IN DIALING PROCEDURES, AND NO PERCEIVED DEGRADATION IN THE QUALITY OF SERVICE.**

RESPONSE:

**5.1.3 RESPONSIBILITY MATRIX AND PROJECT SCHEDULE - A MASTER PROJECT SCHEDULE MUST BE INCLUDED, ALONG WITH A WORK RESPONSIBILITY MATRIX, IDENTIFYING THE TASKS THE VENDOR WILL PERFORM AND THE TASKS GULF COUNTY IS EXPECTED TO PERFORM TO SUCCESSFULLY IMPLEMENT THE NEW SYSTEM.**

RESPONSE:

### **5.2 INSTALLATION REQUIREMENTS**

---

**5.2.1 RESPONSIBILITY - THE SELECTED VENDOR IS SOLELY RESPONSIBLE FOR THE COMPLETE TURN-KEY ENGINEERING OF THE NEW TELECOMMUNICATIONS SYSTEM AND ALL INTERCONNECTING FACILITIES.**

RESPONSE:

**5.2.2 INITIAL WORK - VENDOR WILL PERFORM NETWORK ASSESSMENT, STATION REVIEWS, DATA BASE PREPARATION, AND ORIGINAL PROGRAM INITIALIZATIONS.**

RESPONSE:

### **5.3 FACILITY REQUIREMENTS**

---

**5.3.1 BIDDERS MUST FURNISH ALL SPACE, POWER, AND ENVIRONMENTAL REQUIREMENTS FOR THE PROPOSED TELEPHONE SYSTEM AND OPTIONAL VOICE MESSAGING EQUIPMENT.**

- **SPACE – PROVIDE THE PHYSICAL DIMENSIONS OF THE PROPOSED EQUIPMENT. SEE ATTACHED SPECIFICATION SHEET. ALL SYSTEM REQUIREMENTS UL APPROVED.**

- **POWER** - ALL POWER REQUIREMENTS, INCLUDING ANY SPECIAL CONDITIONING OR GROUNDING REQUIREMENTS.
- **HEAT** - VENDOR MUST PROVIDE HEAT DISSIPATION FOR PROPOSED SWITCH ROOM AND THE RECOMMENDED SAFE TEMPERATURE OPERATING RANGE FOR THE PROPOSED SYSTEM.
- **FLOOR LOADING** - VENDOR MUST PROVIDE COMPLETE FLOOR LOADING REQUIREMENTS.

RESPONSE:

## 5.4 TRAINING

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**5.4.1 REQUIREMENTS** - THE SUCCESSFUL BIDDER IS REQUIRED TO CONDUCT END-USER TRAINING ONLINE OR ON GULF COUNTY PREMISES, TAILORED SPECIFICALLY TO GULF COUNTY PARTICULAR REQUIREMENTS (E.G., CONSOLE OPERATOR, MESSAGE CENTER OPERATOR, SECRETARY, AND PROFESSIONAL).

RESPONSE:

**5.4.2 TRAINING PLAN** - VENDOR WILL ALSO PROVIDE A TRAINING PROGRAM AND TRAINING MATERIALS FOR DESIGNATED GULF COUNTY PERSONNEL WHO WILL TRAIN FUTURE EMPLOYEES.

RESPONSE:

**5.4.3 DESCRIPTION** - FOR EACH PRODUCT APPLICATION PROPOSED, PROVIDE A DETAILED DESCRIPTION OF THE TRAINING THE VENDOR WILL PROVIDE.

RESPONSE:

# 6.0 VENDOR SERVICE

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## 6.1 MAINTENANCE AND WARRANTY

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**6.1.1 COMPLETE MAINTENANCE AND SUPPORT SERVICES** MUST BE INCLUDED FOR THE THREE YEAR PERIOD OF THIS AGREEMENT BETWEEN 8A.M.AND 5P.M. MONDAY THROUGH FRIDAY.

RESPONSE:

**6.1.2 DEFECTIVE PARTS** - DURING THE WARRANTY PERIOD AND ANY SUBSEQUENT MAINTENANCE AGREEMENT, ANY DEFECTIVE COMPONENTS SHALL BE REPAIRED OR REPLACED AT NO COST TO GULF COUNTY.

RESPONSE:

## 6.2 LOGISTICAL SUPPORT

---

**6.2.1 BIDDER SHOULD IDENTIFY THE ADDRESS OF THE VENDOR'S LOCAL SERVICE CENTERS AND THE NUMBER OF SERVICE PERSONNEL TRAINED ON THE PROPOSED SYSTEM.**

RESPONSE:

*(Vendor Company Name)*

*(Vendor Company Address 1)*

*(Vendor Company Address 2)*

*(Vendor Company Address 3)*

Trained Personnel – *(Number)* Engineers with various levels of training to support the proposed system.

RESPONSE:

**6.2.2 INCLUDE IN THIS SECTION ANY OTHER SUPPORT LEVELS IN THE LOCAL AREA AVAILABLE TO GULF COUNTY FOR THE MAINTENANCE OF THE PROPOSED SYSTEM.**

RESPONSE:

## **6.3 REPAIR RESPONSE**

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**6.3.1 REPAIR COMMITMENT - THE BIDDER MUST INCLUDE A DESCRIPTION OF THE BIDDER'S REPAIR COMMITMENT FROM TIME OF TROUBLE DISCOVERY THROUGH THE TIME THE TROUBLE IS CLEARED.**

RESPONSE:

**6.3.2 RESPONSE TIME - GULF COUNTY IS GUARANTEED A RESPONSE TIME OF NO MORE THAN 4 HOURS FOR ALL MAJOR SYSTEM PROBLEMS AND A MAXIMUM OF 24 HOURS RESPONSE TO OTHER SYSTEM PROBLEMS.**

RESPONSE:

**6.3.3 MAJOR/MINOR PROBLEMS - BIDDERS MUST DESCRIBE THEIR DEFINITIONS OF MAJOR AND MINOR PROBLEMS.**

RESPONSE:

**6.3.4 REPLACEMENT TIME - EXPLAIN THE AMOUNT OF TIME REQUIRED FOR FULL REPLACEMENT OF THE CENTRAL OPERATING HARDWARE/SOFTWARE OF THE SYSTEM, ASSUMING A SUITABLE SITE EXISTS FOR LOCATING THE REPLACEMENT COMPONENTS.**

RESPONSE:

**6.3.5 EMERGENCY INSTALLATION - HOW LONG DOES IT TAKE TRAINED PERSONNEL TO INSTALL AND LOAD OPERATING SYSTEM SOFTWARE AND DATABASE SOFTWARE, IF A MAJOR DISASTER DESTROYS THE CALL PROCESSING COMPONENT (GATEKEEPER) OF THE SYSTEM?**

RESPONSE:

## **7.0 CONFIGURATION / PRICING**

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**BIDDER IS TO PROVIDE A SINGLE MONTHLY BILL TO THE COUNTY FOR THE SYSTEM, VOICE MAIL, UNIFIED MESSAGING, INTER-BUILDING CONNECTIVITY AND ON-SITE SUPPORT FOR ALL HARDWARE, SOFTWARE, SUPPORT, TELCO AND DATA CONNECTIVITY PROVIDED TO RESPOND TO THIS RFP. THE COUNTY WILL CONTRACT FOR A 36 MONTH RENTAL(MANAGED SERVICES) PERIOD. HOWEVER, VENDOR MUST ITEMIZE ALL CHARGES FOR INDIVIDUALLY IDENTIFIABLE COMPONENTS OF THE PROPOSED IP COMMUNICATION SYSTEM, INCLUDING ALL ASSOCIATED INSTALLATION, PROGRAMMING, AND CABLING. BIDDER MUST INCLUDE CHARGES FOR ALL COMPONENTS REQUIRED TO CONNECT ALL APPLICATIONS, ALL DESIGN CHARGES, TELCO INTERFACE CHARGES, AND TRAINING CHARGES.**

RESPONSE:

DESCRIPTION	MAN	PART #	QUAN	UNIT LIST COST	UNIT SELL COST	EXTENDED COST

TELEPHONY COMPONENTS ..... \$ (##,###.##)  
ENGINEERING SERVICES ..... \$ (##,###.##)  
CABLING COMPONENTS AND SERVICES ..... \$ (##,###.##)  
TRAINING ..... \$ (##,###.##)  
MAINTENANCE ..... \$ (##,###.##)  
*NETWORK SERVICES (VOICE AND DATA CONNECTIVITY)* ..... \$ (##,###.##)  
**MONTHLY TOTAL** ..... \$ (##,###.##)

# 8.0 FINANCIAL REQUIREMENTS

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## 8.1 PAYMENT

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*BIDDER SHOULD SUBMIT PROPOSAL OPTIONS FOR BOTH OUTRIGHT EQUIPMENT PURCHASE AND LEASE OR OTHER AVAILABLE FINANCING OPTIONS.*

## 8.2 TERMS AND CONDITIONS

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- 8.2.1**     *DAMAGE LIABILITY - THE SUCCESSFUL VENDOR IS LIABLE AND RESPONSIBLE FOR ANY DAMAGE TO THE PREMISES (E.G., FLOOR, WALLS, ETC.) CAUSED BY VENDOR PERSONNEL OR EQUIPMENT DURING INSTALLATION AND IS RESPONSIBLE FOR THE REMOVAL OF ALL PROJECT-RELATED DEBRIS.*

RESPONSE:

- 8.2.2**     *PERMITS - THE VENDOR SHALL OBTAIN AND PAY FOR ANY PERMITS AND LICENSES REQUIRED FOR THE PERFORMANCE OF THE WORK, POST ALL NOTICES REQUIRED BY LAW, AND COMPLY WITH ALL LAWS, ORDINANCES AND REGULATIONS BEARING ON THE CONDUCT OF THE WORK, AS SPECIFIED HEREIN. ON ANY WORK THAT REQUIRES AN INSPECTION CERTIFICATE ISSUED BY LOCAL AUTHORITIES, NATIONAL BOARD OF FIRE UNDERWRITERS, OR ANY OTHER GOVERNING BODY, SUCH INSPECTION CERTIFICATE(S) SHALL BE OBTAINED BY AND PAID FOR BY THE VENDOR. THE CHOSEN VENDOR SHALL PROCURE ALL REQUIRED CERTIFICATES OF ACCEPTANCE OR OF COMPLETIONS ISSUED BY THE STATE, MUNICIPAL OR OTHER AUTHORITIES AND MUST DELIVER THESE TO GULF COUNTY.*

RESPONSE:

- 8.2.3**     *INSURANCE - THE VENDOR SHALL, AT VENDOR EXPENSE, PROCURE AND MAINTAIN SATISFACTORY PUBLIC LIABILITY AND CASUALTY INSURANCE TO ADEQUATELY PROTECT THE VENDOR'S PERSONNEL AND GULF COUNTY AGAINST DAMAGES FOR BODILY INJURY, INCLUDING DEATH, THAT MAY ARISE FROM OPERATIONS UNDER THIS CONTRACT, WHETHER SUCH OPERATIONS ARE BY THE VENDOR OR BY THE VENDOR'S SUBCONTRACTOR, OR ANYONE DIRECTLY OR INDIRECTLY EMPLOYED BY THE VENDOR.*

*Minimum levels of coverage are as follows:*

*Workers' Compensation*

*Workers' Compensation coverage which is in accordance with the laws of the state of Florida.*

*Comprehensive Liability*

*Comprehensive General Public Liability coverage with minimum Limits of Bodily Injury - \$500,000 per person, \$1,000,000 per accident, \$250,000 per occurrence of property damage. Blanket Contractual and completed operations coverage shall be included with the same minimums.*

**Comprehensive Auto**  
**Comprehensive Auto Liability with the same minimum limits as**  
**for Comprehensive General Public Liability.**

***Liability coverage shall name Gulf County as an additional insured. The Vendor agrees to furnish Certificate of Insurance verifying coverage for insurance as indicated above to Gulf County prior to starting work on this contract.***

RESPONSE:

**8.2.4      *VENDOR RESPONSIBILITY - UNLESS OTHERWISE STIPULATED, VENDOR SHALL PROVIDE, AND PAY FOR, ALL MATERIALS, LABOR, TOOLS, EQUIPMENT, TRANSPORTATION, AND OTHER FACILITIES NECESSARY FOR THE PERFORMANCE AND COMPLETION OF THE WORK.***

**8.2.5      *SUBCONTRACTORS***

The names and addresses of all proposed subcontractors shall be furnished to Gulf County upon request. The selection of subcontractors must be acceptable to Gulf County. The Vendor shall at all times be the prime Vendor holding ultimate and final responsibility for the actions and work of each of Vendor's subcontractors. Vendor shall be fully responsible to Gulf County for the acts and omissions of its subcontractors. If, in Gulf County's reasonable judgment, there is any failure on the part of subcontractors to perform their work in strict accordance with the specifications, Vendor, after due notice from Gulf County, shall discharge the subcontractor. This shall in no way release Vendor from its obligations and responsibility. Nothing contained herein shall create any contractual relation between any subcontractor and Gulf County.

RESPONSE:

**8.2.6      *RFP RESPONSES - ALL MATERIALS SUBMITTED BY THE VENDOR IN RESPONSE TO THIS RFP BECOMES THE SOLE PROPERTY OF GULF COUNTY UPON RECEIPT OF THE PROPOSAL. THE MATERIAL CONTAINED IN THESE RESPONSES WILL BE APPENDED TO THE FINAL CONTRACT, FURTHER DEFINING THE CONTRACTUAL RESPONSIBILITIES OF THE VENDOR.***

RESPONSE:

## **9.0 APPENDIX**

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### **9.1 PRODUCT SPECIFICATION SHEETS**

### **9.2 REFERENCES**

### **9.3 NETWORK DRAWING**

### **9.4 MAINTENANCE AGREEMENT**

### **9.5 SAMPLE CONTRACT**

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